

Indicator 8: Promptness of Responding to Claim Correspondence - 1st Quarter 2005

Large Insurers (400 Claims or more per year)

<u>NAIC</u>	<u>INSURER</u>	<u>Replies received or overdue</u>	<u>Late or no reply</u>	<u>Prompt</u>	<u>Year To Date</u>	<u>3 YR percent</u>
24449	REGENT INSURANCE CO	138	12	91.30%	91.30%	82.77%
SI	CITY OF MILWAUKEE	24	3	87.50%	87.50%	66.81%
SI	DEPT OF ADMINISTRATION	78	10	87.18%	87.18%	68.90%
21407	EMCASCO INSURANCE CO	71	10	85.92%	85.92%	87.23%
15261	SOCIETY INSURANCE A MUTUAL CO	169	25	85.21%	85.21%	84.60%
29157	UNITED WISCONSIN	120	18	85.00%	85.00%	81.17%
25674	TRAVELERS PROPERTY CAS CO OF A	110	21	80.91%	80.91%	79.15%
15350	WEST BEND MUTUAL INS CO	349	68	80.52%	80.52%	80.97%
26042	WAUSAU UNDERWRITERS INS CO	75	16	78.67%	78.67%	73.73%
24988	SENTRY INSURANCE A MUTUAL CO	331	71	78.55%	78.55%	73.76%
21458	EMPLOYERS INSURANCE CO OF WAU	207	45	78.26%	78.26%	69.89%
42404	LIBERTY INSURANCE CORP	122	28	77.05%	77.05%	62.70%
23035	LIBERTY MUTUAL FIRE INS CO	176	43	75.57%	75.57%	70.67%
16535	ZURICH AMERICAN INSURANCE COM	448	116	74.11%	74.11%	70.24%
23043	LIBERTY MUTUAL INS CO	109	30	72.48%	72.48%	55.37%
24147	OLD REPUBLIC INS CO	213	62	70.89%	70.89%	57.33%
14184	ACUITY INSURANCE CO	264	79	70.08%	70.08%	70.52%
20494	TRANSPORTATION INSURANCE CO	162	54	66.67%	66.67%	63.10%
22667	ACE AMERICAN INSURANCE CO	281	125	55.52%	55.52%	48.90%
TOTALS FOR GROUP:		3,447	836	75.75%	75.75%	71.32%

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Medium Size Insurers (85 -399 Claims or more per year)

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SI	MILWAUKEE TRANSPORT SERVICES I	22	0	100.00%	100.00%	94.09%
SI	MILWAUKEE BOARD OF SCHOOL DI	19	0	100.00%	100.00%	69.10%
SI	SCHNEIDER NATIONAL CARRIERS I	14	0	100.00%	100.00%	84.15%
SI	CITY OF MADISON	8	0	100.00%	100.00%	61.85%
11250	COMMUNITY INS CORP	6	0	100.00%	100.00%	92.31%
30104	HARTFORD UNDERWRITERS INS CO	35	1	97.14%	97.14%	76.81%
18988	AUTO OWNERS INS CO	25	1	96.00%	96.00%	94.07%
13935	FEDERATED MUTUAL INS CO	13	1	92.31%	92.31%	84.95%
13986	FRANKENMUTH MUTUAL INS CO	58	5	91.38%	91.38%	85.43%
19275	AMERICAN FAMILY MUTUAL INS CO	44	4	90.91%	90.91%	87.05%
22322	GREENWICH INSURANCE CO	33	3	90.91%	90.91%	85.39%
24830	CITIES & VILLAGES MUTUAL INS CO	11	1	90.91%	90.91%	72.58%
42480	VENTURE INS CO	11	1	90.91%	90.91%	81.82%
SI	BRIGGS & STRATTON CORP	27	3	88.89%	88.89%	82.30%
SI	GENERAL MOTORS CORPORATION	26	3	88.46%	88.46%	65.98%
31003	TRI STATE INS CO OF MN	71	9	87.32%	87.32%	82.66%
10166	ACCIDENT FUND INS CO OF AMERIC	67	9	86.57%	86.57%	62.05%
40827	VIRGINIA SURETY CO INC	49	7	85.71%	85.71%	81.35%
24414	GENERAL CAS CO OF WI	68	10	85.29%	85.29%	82.39%
29459	TWIN CITY FIRE INS CO	67	10	85.07%	85.07%	75.66%
21415	EMPLOYERS MUTUAL CASUALTY C	73	11	84.93%	84.93%	83.64%
25402	AMCOMP ASSURANCE CORP	33	5	84.85%	84.85%	78.12%
11527	LEAGUE OF WIS MUNICIPALITIES MU	13	2	84.62%	84.62%	86.96%
19410	COMMERCE & INDUSTRY INS CO	57	9	84.21%	84.21%	71.68%
14303	INTEGRITY MUTUAL INS CO	24	4	83.33%	83.33%	84.31%
31895	AMERICAN INTERSTATE INS CO	12	2	83.33%	83.33%	78.21%
SI	UW-SYSTEM ADMINISTRATION	23	4	82.61%	82.61%	82.23%
10677	CINCINNATI INSURANCE CO THE	38	7	81.58%	81.58%	68.27%
SI	KOHLER CO	15	3	80.00%	80.00%	62.33%
15091	RURAL MUTUAL INS CO	43	9	79.07%	79.07%	79.07%
35386	FIDELITY & GUARANTY INS CO	132	28	78.79%	78.79%	53.71%
SI	COUNTY OF MILWAUKEE	28	6	78.57%	78.57%	78.67%
24767	ST PAUL FIRE & MARINE INS CO	54	12	77.78%	77.78%	69.03%
20281	FEDERAL INSURANCE CO	40	10	75.00%	75.00%	69.92%
19038	TRAVELERS CASUALTY & SURETY C	12	3	75.00%	75.00%	75.16%
20508	VALLEY FORGE INS CO	31	8	74.19%	74.19%	71.04%
25682	TRAVELERS INDEMNITY CO OF CT T	7	2	71.43%	71.43%	70.94%
26425	WAUSAU GENERAL INS CO	19	6	68.42%	68.42%	69.58%
22543	SECURA INSURANCE A MUTUAL CO	50	16	68.00%	68.00%	67.47%
19682	HARTFORD FIRE INSURANCE CO	21	7	66.67%	66.67%	72.85%
23817	ILLINOIS NATIONAL INS CO	117	40	65.81%	65.81%	66.94%
26069	WAUSAU BUSINESS INS CO	40	14	65.00%	65.00%	70.90%
25887	UNITED STATES FIDELITY & GUARANT	25	9	64.00%	64.00%	51.92%
19429	INSURANCE COMPANY OF STATE OF	54	21	61.11%	61.11%	59.73%
43575	INDEMNITY INSURANCE CO OF NORT	111	46	58.56%	58.56%	60.68%
24228	PEKIN INSURANCE CO	32	14	56.25%	56.25%	69.48%
19445	NATIONAL UNION FIRE INS CO OF P	88	40	54.55%	54.55%	53.58%
19380	AMERICAN HOME ASSURANCE CO	66	30	54.55%	54.55%	64.70%
22748	PACIFIC EMPLOYERS INS CO	134	83	38.06%	38.06%	39.81%

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TOTALS FOR GROUP:		2,066	519	74.88%	74.88%	68.87%

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Small Size Insurers (Less than 85 Claims per year)

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SI	COUNTY OF WINNEBAGO	2	0	100.00%	100.00%	100.00%
SI	COUNTY OF OUTAGAMIE	5	1	80.00%	80.00%	94.23%
SI	COUNTY OF DODGE	3	0	100.00%	100.00%	93.88%
SI	MARTEN TRANSPORT LTD	4	0	100.00%	100.00%	92.68%
11374	STATE FUND MUTUAL INS CO	20	1	95.00%	95.00%	92.06%
SI	COUNTY OF ROCK	8	0	100.00%	100.00%	90.91%
SI	DEERE & COMPANY	1	0	100.00%	100.00%	90.63%
22292	HANOVER INSURANCE CO THE	2	0	100.00%	100.00%	90.22%
SI	TECUMSEH PRODUCTS COMPANY	4	0	100.00%	100.00%	89.47%
SI	KIMBERLY-CLARK CORPORATION	2	0	100.00%	100.00%	89.33%
SI	COUNTY OF LA CROSSE	2	0	100.00%	100.00%	89.19%
10120	EVEREST NATIONAL INS CO	7	1	85.71%	85.71%	88.89%
SI	COUNTY OF SHEBOYGAN	9	0	100.00%	100.00%	88.24%
19950	WILSON MUTUAL INS CO	7	1	85.71%	85.71%	87.50%
15377	WESTERN NATIONAL MUTUAL INS C	19	1	94.74%	94.74%	87.32%
25143	STATE FARM FIRE & CASUALTY CO	13	2	84.62%	84.62%	87.07%
14176	HASTINGS MUTUAL INS CO	24	5	79.17%	79.17%	86.67%
11371	GREAT WEST CASUALTY CO	8	0	100.00%	100.00%	84.95%
15393	WISCONSIN AMERICAN MUTUAL INS	0	0	0.00%	0.00%	84.44%
13021	UNITED FIRE & CASUALTY CO	4	0	100.00%	100.00%	84.38%
SI	COUNTY OF WALWORTH	6	1	83.33%	83.33%	83.87%
SI	HARNISCHFEGER CORPORATION	13	0	100.00%	100.00%	83.70%
SI	COUNTY OF DANE	4	0	100.00%	100.00%	83.58%
25976	UTICA MUTUAL INS CO	5	0	100.00%	100.00%	82.86%
10472	CAPITOL INDEMNITY CORP	9	1	88.89%	88.89%	81.97%
SI	ST FRANCIS HOSPITAL INC	3	1	66.67%	66.67%	81.82%
23841	NEW HAMPSHIRE INSURANCE CO	20	5	75.00%	75.00%	81.13%
SI	COOPER POWER SYSTEMS INC	14	6	57.14%	57.14%	81.00%
25151	STATE FARM GENERAL INS CO	3	0	100.00%	100.00%	80.65%
13439	PARTNERS MUTUAL INS CO	0	0	0.00%	0.00%	79.79%
SI	COUNTY OF OZAUKEE	13	2	84.62%	84.62%	79.55%
24791	ST PAUL MERCURY INS CO	15	3	80.00%	80.00%	79.39%
SI	TARGET CORP (STORES)	27	10	62.96%	62.96%	78.80%
24775	ST PAUL GUARDIAN INS CO	1	1	0.00%	0.00%	78.33%
SI	COUNTY OF WASHINGTON	13	3	76.92%	76.92%	77.78%
SI	JOURNAL SENTINEL INC	2	1	50.00%	50.00%	77.78%
14117	GRINNELL MUT REINSUR CO	8	0	100.00%	100.00%	77.50%
10239	SECURA SUPREME	10	3	70.00%	70.00%	77.27%
41394	BENCHMARK INSURANCE CO	3	0	100.00%	100.00%	77.14%
SI	BENEVOLENT CORPORATION CEDA	5	2	60.00%	60.00%	75.89%
18767	CHURCH MUTUAL INSURANCE CO	15	4	73.33%	73.33%	75.63%
21180	SENTRY SELECT	14	0	100.00%	100.00%	75.00%
SI	LAND O LAKES INC	2	0	100.00%	100.00%	75.00%
SI	STORA ENSO NORTH AMERICA COR	17	1	94.12%	94.12%	74.42%
SI	VOLLRATH COMPANY LLC	2	0	100.00%	100.00%	74.42%
40142	AMERICAN ZURICH INS CO	10	4	60.00%	60.00%	74.13%
12262	PENN MFRS ASSOCIATION INS CO	16	4	75.00%	75.00%	73.33%
20397	VIGILANT INSURANCE CO	5	2	60.00%	60.00%	72.97%
40967	ST PAUL FIRE & CASUALTY INS CO	18	3	83.33%	83.33%	72.91%

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SI	KWIK TRIP INC	5	1	80.00%	80.00%	72.53%
SI	BRUNSWICK CORPORATION	7	0	100.00%	100.00%	72.04%
23108	LUMBERMEN'S UNDERWRITING AL	13	3	76.92%	76.92%	71.79%
24589	AMERICAN & FOREIGN INS CO	19	6	68.42%	68.42%	71.70%
36919	HAWKEYE SECURITY INS CO	3	1	66.67%	66.67%	71.60%
10804	CONTINENTAL WESTERN INS CO	11	1	90.91%	90.91%	71.33%
19356	MARYLAND CASUALTY CO	5	3	40.00%	40.00%	71.05%
39357	TRAVELERS INSURANCE CO THE	14	4	71.43%	71.43%	71.01%
29424	HARTFORD CASUALTY INS CO	19	6	68.42%	68.42%	71.00%
SI	USF HOLLAND INC	3	0	100.00%	100.00%	70.97%
26247	AMERICAN GUARANTEE & LIABIL	4	2	50.00%	50.00%	70.00%
28665	CINCINNATI CASUALTY CO THE	4	1	75.00%	75.00%	69.90%
14591	MILWAUKEE INS COMPANY	5	2	60.00%	60.00%	69.54%
SI	FEDERAL EXPRESS CORPORATION	7	1	85.71%	85.71%	69.44%
20486	TRANSCONTINENTAL INSURANCE C	18	4	77.78%	77.78%	68.99%
21261	ELECTRIC INSURANCE CO	3	0	100.00%	100.00%	68.42%
26956	WIS COUNTY MUTUAL INS CORP	4	0	100.00%	100.00%	67.53%
SI	COLUMBIA-ST MARY'S INC	9	1	88.89%	88.89%	67.06%
26662	MILWAUKEE CASUALTY INSURANC	5	1	80.00%	80.00%	67.06%
34207	WESTPORT INSURANCE CORPORATIO	17	4	76.47%	76.47%	66.67%
22659	INDIANA INSURANCE CO	4	0	100.00%	100.00%	66.23%
19305	ASSURANCE COMPANY OF AMER	6	3	50.00%	50.00%	65.52%
23434	MIDDLESEX INSURANCE CO	4	2	50.00%	50.00%	64.91%
24678	ROYAL INDEMNITY CO	23	8	65.22%	65.22%	64.27%
20427	AMERICAN CASUALTY CO OF READI	10	2	80.00%	80.00%	63.11%
13714	PHARMACISTS MUTUAL INS CO	6	3	50.00%	50.00%	62.75%
19259	SELECTIVE INS CO OF SOUTH CAROL	16	0	100.00%	100.00%	62.44%
21865	ASSOCIATED INDEMNITY CORP	21	2	90.48%	90.48%	62.37%
24902	SECURITY INSURANCE CO OF HARTF	15	4	73.33%	73.33%	62.22%
24872	CONNECTICUT INDEMNITY CO THE	11	4	63.64%	63.64%	61.70%
26271	ERIE INSURANCE EXCHANGE	5	1	80.00%	80.00%	61.70%
20346	PACIFIC INDEMNITY CO	6	2	66.67%	66.67%	61.64%
SI	INTERNATIONAL PAPER COMPANY	7	1	85.71%	85.71%	61.39%
23787	NATIONWIDE MUTUAL INS CO	31	20	35.48%	35.48%	61.18%
21113	UNITED STATES FIRE INS CO	4	1	75.00%	75.00%	60.15%
26980	ROYAL INSURANCE CO OF AMERICA	7	2	71.43%	71.43%	59.63%
SI	DAIMLERCHRYSLER CORPORATION	25	8	68.00%	68.00%	59.33%
SI	GEORGIA PACIFIC CORPORATION	3	0	100.00%	100.00%	58.49%
SI	DEPT OF TRANSPORTATION	11	2	81.82%	81.82%	58.16%
20443	CONTINENTAL CASUALTY CO	17	3	82.35%	82.35%	57.76%
18910	AMERICAN PROTECTION INS CO	25	11	56.00%	56.00%	57.16%
36463	DISCOVER PROPERTY & CASUALTY I	6	1	83.33%	83.33%	56.25%
21873	FIREMANS FUND INS CO	9	3	66.67%	66.67%	55.12%
22918	AMERICAN MOTORISTS	7	4	42.86%	42.86%	52.75%
33588	FIRST LIBERTY INS CORP THE	13	3	76.92%	76.92%	52.63%
14508	MICHIGAN MILLERS MUTUAL INS C	14	2	85.71%	85.71%	51.67%
SI	WISCONSIN BELL INC	16	2	87.50%	87.50%	51.47%
24074	OHIO CASUALTY INS CO	20	7	65.00%	65.00%	51.32%
SI	EMERSON ELECTRIC COMPANY	30	11	63.33%	63.33%	48.87%

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22977	LUMBERMENS MUTUAL CAS CO	44	29	34.09%	34.09%	48.23%
30562	AMERICAN MANUFACTURERS MUT	7	1	85.71%	85.71%	47.23%
41181	UNIVERSAL UNDERWRITERS INS CO	9	2	77.78%	77.78%	47.19%
SI	WISCONSIN ELECTRIC POWER COMP	26	11	57.69%	57.69%	47.09%
20702	ACE FIRE UNDERWRITERS INSURANC	17	9	47.06%	47.06%	46.38%
19895	ATLANTIC MUTUAL INS CO	17	14	17.65%	17.65%	45.73%
SI	CITY OF KENOSHA	9	4	55.56%	55.56%	42.00%
SI	JEWEL FOOD STORES INC	36	15	58.33%	58.33%	41.85%
25879	FIDELITY & GUARANTY INS UNDERWR	6	4	33.33%	33.33%	38.46%
TOTALS FOR GROUP:		1,135	311	72.60%	72.60%	63.76%